

Development of a VOIP Based Help Desk Application

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Abstract

This poster presents the results of a Caller-ID Based Help Desk Application that was developed as part of a Capstone Project for the Bachelor of Information and Communication Technologies (BICT) degree at Christchurch Polytechnic Institute of Technology (CPIT).

The Help Desk Application was based around a Caller-ID detection system and was designed to function on a generic Voice Over Internet Protocol (VOIP) phone system.

The skills that were required to develop the application are presented and are broken down into two groups:

- Those that were developed as part of other courses that were completed as part of the degree
- Those that needed to be developed during the degree

The report for the Capstone Project at CPIT requires students to analyse the 2nd and 3rd year level courses that were completed as part of the degree and to make recommendations as to new content that could be included in these courses based on the experiences gained in the project. A summary of this analysis is presented, with a particular focus on the courses that are specifically relevant to this project and recommendations for new content.

The value of the project is evaluated using a similar model to that used in Nesbit, Oliver, Hancock and Nesbit (2005) and Mann and Smith (2006).

References

Nesbit T., Oliver R., Hancock M. and Nesbit G. (2005) Developing and Running a Photographic Website. Proceedings of the 18th Annual Conference of the National Advisory Committee on Computing Qualifications. July 2005, Tauranga.

Mann, S. and Smith, L. (2006) A Value Proposition Model for Capstone Projects. Proceedings of the 19th Annual Conference of the National Advisory Committee on Computing Qualifications. July 2006, Wellington.